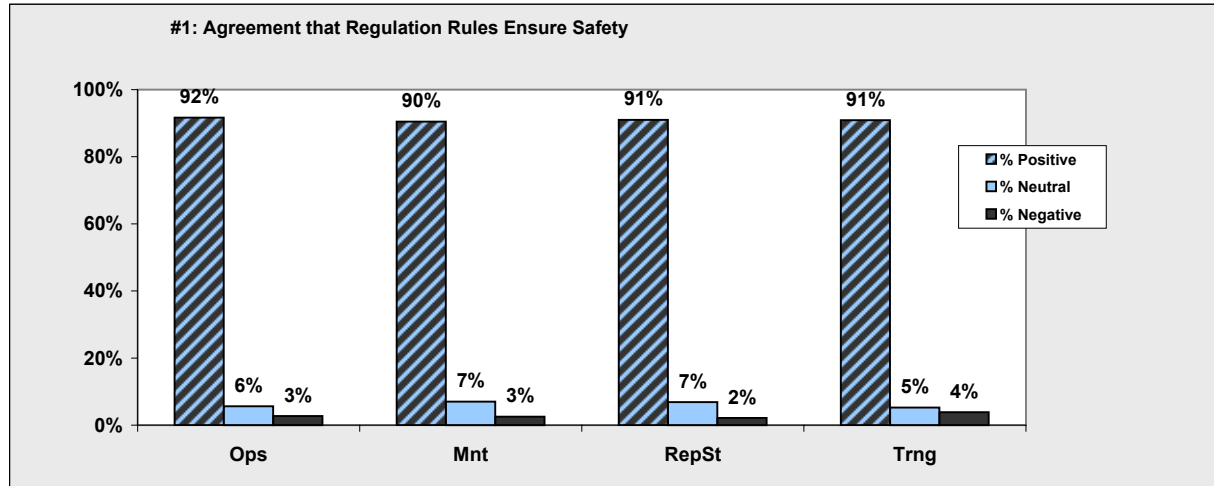


Section 2: Contact and Communications with Flight Standards

The table numbers do not coorespond to the question numbers on the surveys.

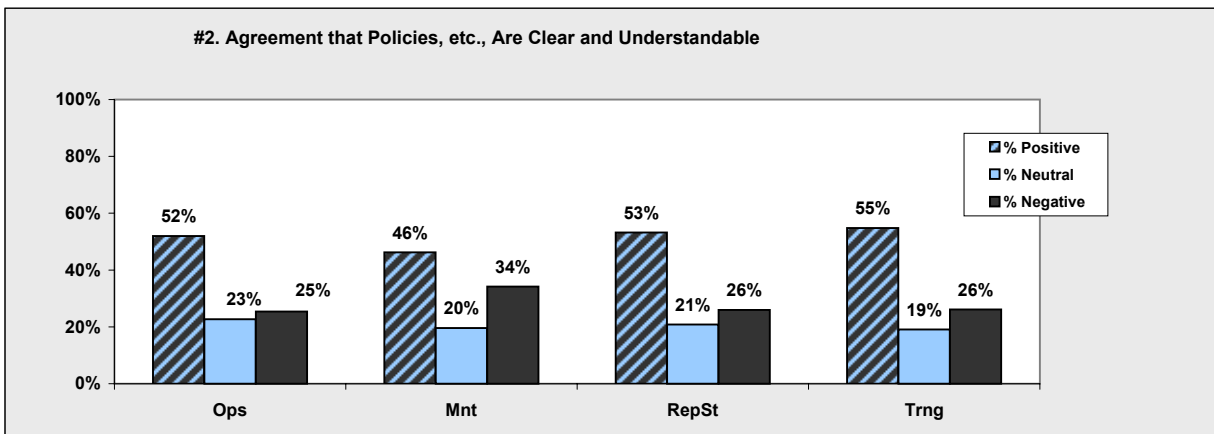
How much would you agree that the rules established for the regulation of your company are adequate to ensure aviation safety?

1	Q#	% Positive	% Neutral	% Negative	% Total	Difference: % Positive	Difference: % Negative
Ops	13	92%	6%	3%	100%	1%	0%
Mnt	11	90%	7%	3%	100%	-1%	0%
RepSt	10	91%	7%	2%	100%	0%	-1%
Trng	9	91%	5%	4%	100%	0%	1%
AVG		91%	6%	3%	100%	0%	0%



How much would you agree that policies, standards, and regulations are clear and understandable?

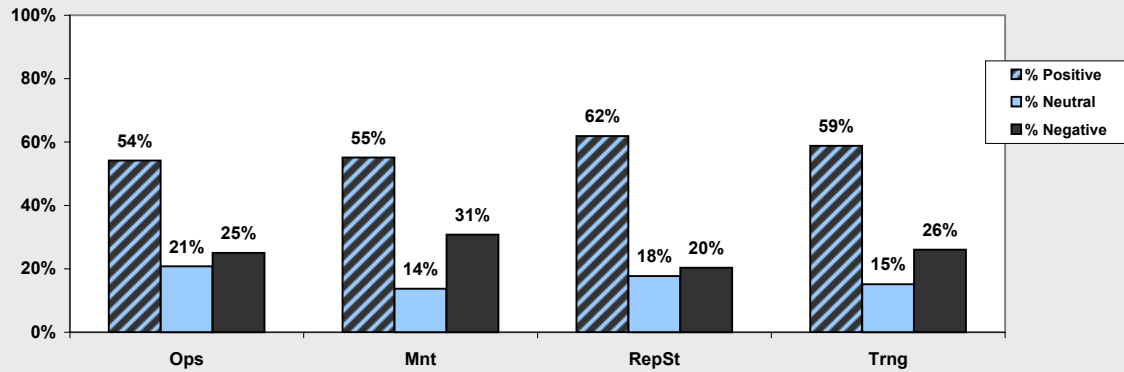
2	Q#	% Positive	% Neutral	% Negative	% Total	Difference: % Positive	Difference: % Negative
Ops	14	52%	23%	25%	100%	0%	-3%
Mnt	12	46%	20%	34%	100%	-5%	6%
RepSt	11	53%	21%	26%	100%	2%	-2%
Trng	10	55%	19%	26%	100%	3%	-2%
AVG		52%	21%	28%	100%	0%	0%



How much would you agree that there is consistency in information provided by Flight Standards employees at the local office?

3	Q#	% Positive	% Neutral	% Negative	% Total	Difference: % Positive	Difference: % Negative
Ops	15	54%	21%	25%	100%	-3%	-1%
Mnt	13	55%	14%	31%	100%	-2%	5%
RepSt	12	62%	18%	20%	100%	4%	-5%
Trng	11	59%	15%	26%	100%	1%	0%
AVG		57%	17%	26%	100%	0%	0%

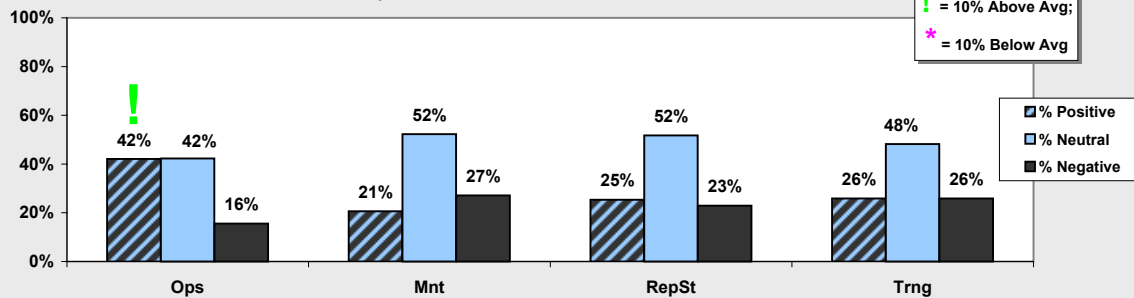
#3: Agreement about Consistency of Information at the Local Office



How much would you agree that communicating your needs through your professional organization (e.g. ATA, RAA, AOPA, NBAA, etc.) results in better FAA response than by direct means?

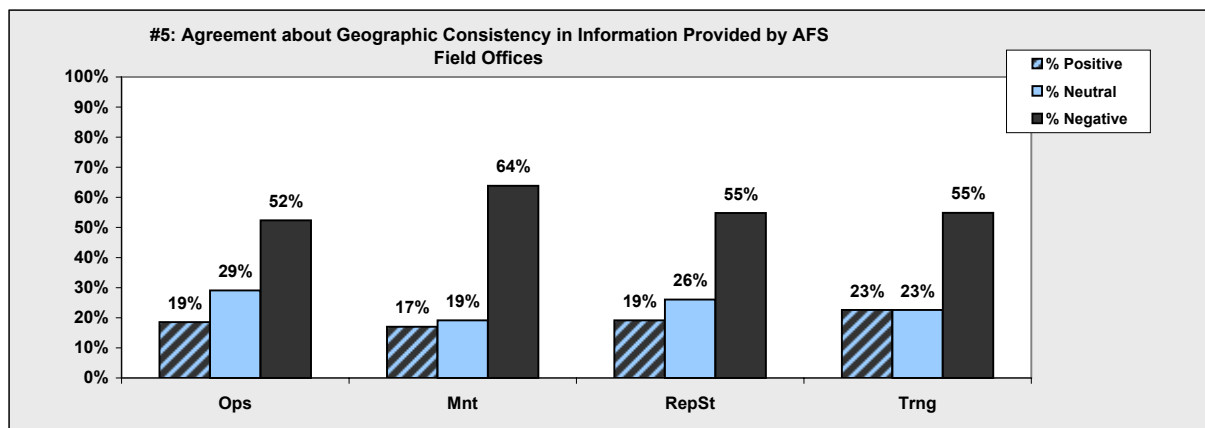
4	Q#	% Positive	% Neutral	% Negative	% Total	Difference: % Positive	Difference: % Negative
Ops	16	42%	42%	16%	100%	14%	-7%
Mnt	14	21%	52%	27%	100%	-8%	4%
RepSt	13	25%	52%	23%	100%	-3%	0%
Trng	12	26%	48%	26%	100%	-3%	3%
AVG		29%	49%	23%	100%	0%	0%

#4: Agreement that Communicating through Professional Organization Results in Better FAA Response



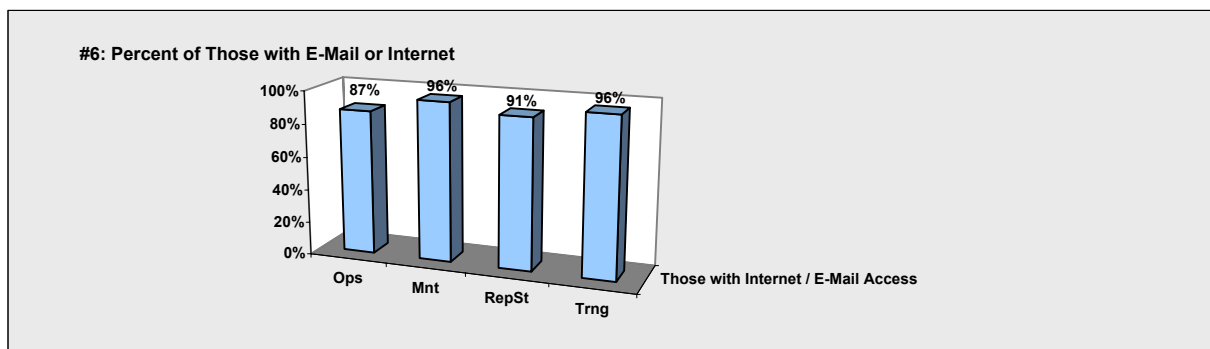
How much would you agree that there is geographic consistency in information provided by Flight Standards field offices, though they are in different locations?

5	Q#	% Positive	% Neutral	% Negative	% Total	Difference: % Positive	Difference: % Negative
Ops	17	19%	29%	52%	100%	-1%	-4%
Mnt	15	17%	19%	64%	100%	-2%	7%
RepSt	14	19%	26%	55%	100%	0%	-2%
Trng	13	23%	23%	55%	100%	3%	-2%
AVG		19%	24%	56%	100%	0%	0%



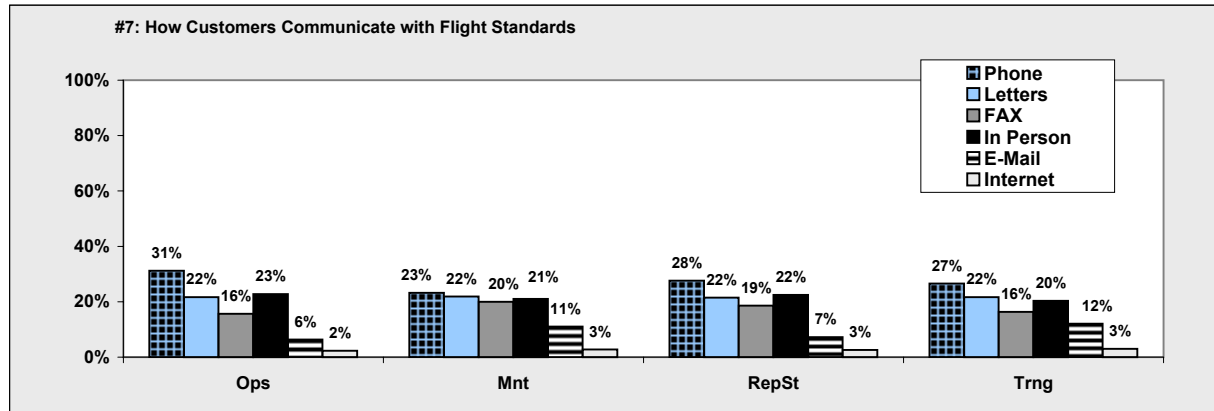
Does your company have access to E-Mail or the Internet?

6	Q#	Those with Internet / E-Mail Access	Difference: All with E-Mail and/or Internet
Ops	18	87%	-5%
Mnt	16	96%	4%
RepSt	15	91%	-2%
Trng	14	96%	3%
AVG		93%	0%



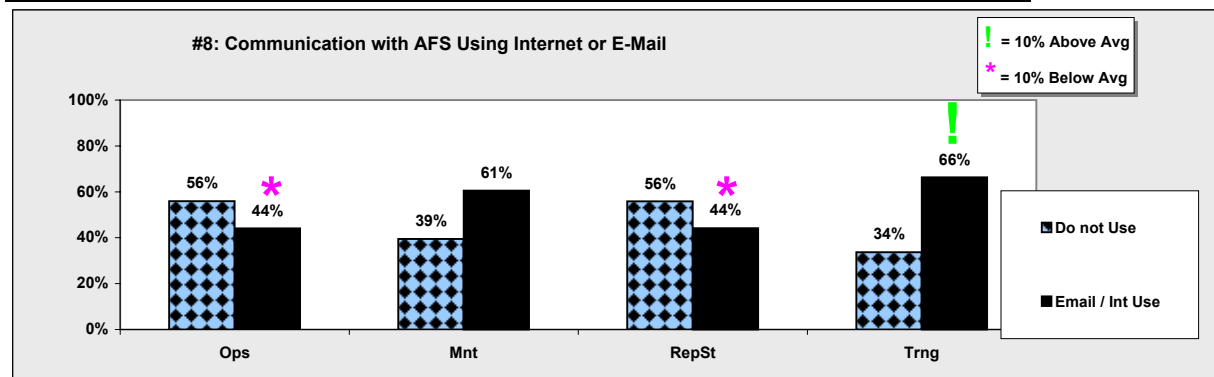
As a representative of your company , how do you communicate with Flight Standards? (Mark all that apply.)

7		Phone	Letters	FAX	In Person	E-Mail	Internet	Total	Difference: Phone	Difference: E-Mail
Ops	19	31%	22%	16%	23%	6%	2%	100%	4%	-3%
Mnt	17	23%	22%	20%	21%	11%	3%	100%	-4%	2%
RepSt	16	28%	22%	19%	22%	7%	3%	100%	0%	-2%
Trng	15	27%	22%	16%	20%	12%	3%	100%	-1%	3%
AVG		27%	22%	18%	22%	9%	3%	100%	0%	0%



What percent of the time do you, as a representative of your company , communicate with Flight Standards using the Internet or E-Mail?

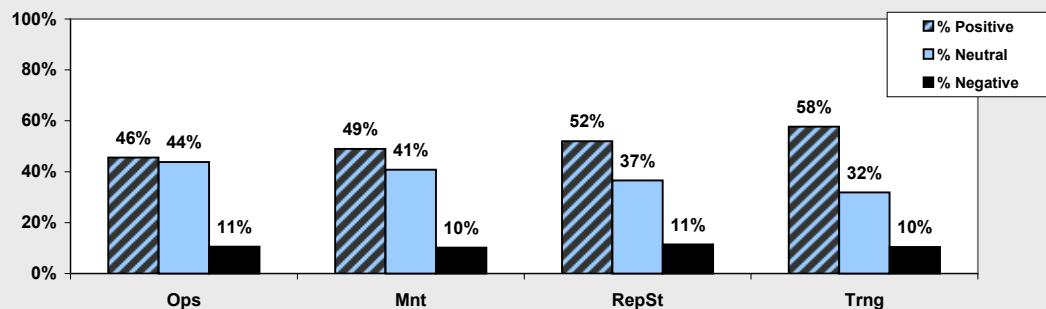
8		Under 25%	25% - 50%	51% - 75%	Over 75%	Do not Use	Total	Email / Int Use	Difference: Total Elec Use
Ops	20	39%	4%	1%	1%	56%	100%	44%	-10%
Mnt	18	48%	10%	1%	1%	39%	100%	61%	7%
RepSt	17	38%	4%	1%	0%	56%	100%	44%	-10%
Trng	16	52%	11%	3%	1%	34%	100%	66%	13%
AVG		44%	7%	1%	1%	46%	100%	54%	0%



How much would you agree that, as a representative of your company , you are able to communicate effectively with Flight Standards through the Internet or E-Mail?

9		% Positive	% Neutral	% Negative	% Total	Difference: % Positive	Difference: % Negative
Ops	21	46%	44%	11%	100%	-5%	0%
Mnt	19	49%	41%	10%	100%	-2%	0%
RepSt	18	52%	37%	11%	100%	1%	1%
Trng	17	58%	32%	10%	100%	7%	0%
AVG		51%	38%	11%	100%	0%	0%

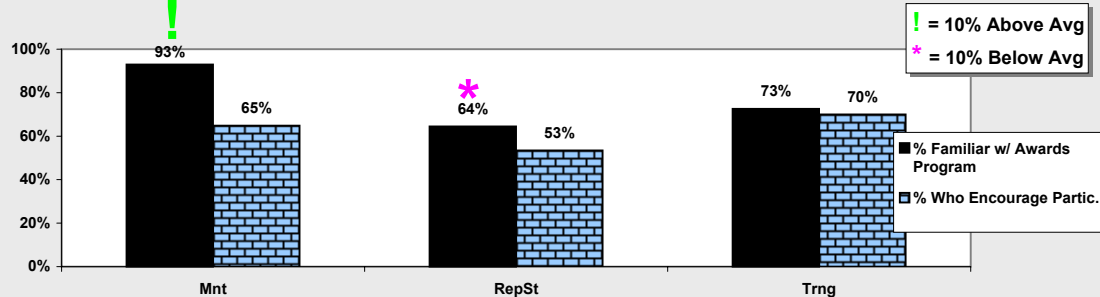
#9: Agreement about Effective Communication through Internet or E-Mail



Does your company encourage your Aviation Maintenance Technicians (AMT) to participate in FAA's AMT Awards Program?

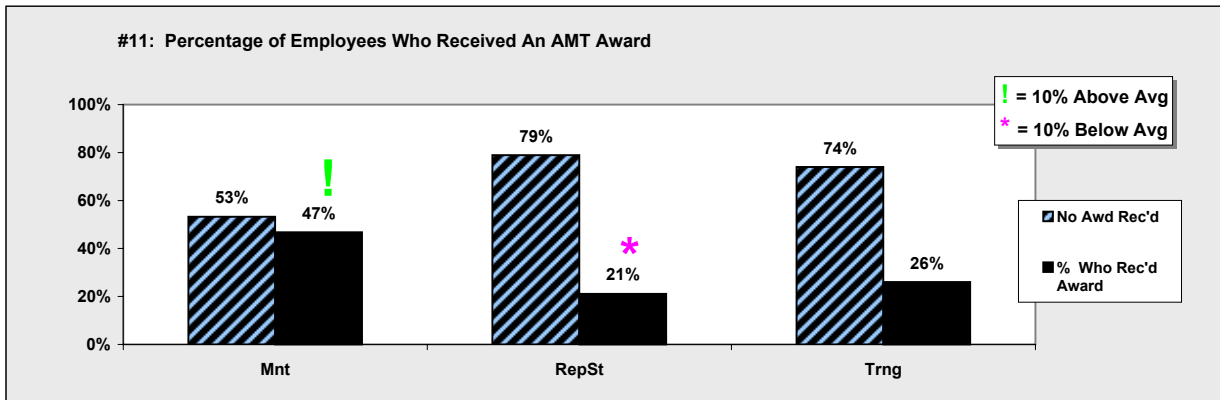
10		% Familiar w/ Awards Program	% Who Encourage Partic.			Difference: % Familiar	Difference: % Who Encourage Partic.
Ops	NA						
Mnt	20	93%	65%			16%	2%
RepSt	19	64%	53%			-12%	-9%
Trng	18	73%	70%			-4%	7%
AVG		77%	63%			0%	0%

#10: Encouragement to Participate in AMT Awards Program



What percentage of your employees received an AMT Award during 1999?

11		No Awd Rec'd	1 - 50%	Over 50%	Total	% Who Rec'd Award	Difference: % Who Rec'd Award
Ops	NA						
Mnt	21	53%	34%	12%	100%	47%	15%
RepSt	20	79%	16%	5%	100%	21%	-10%
Trng	19	74%	18%	8%	100%	26%	-5%
AVG		69%	23%	8%	100%	31%	0%



Has your company received recognition for employee participation in the AMT Program?

12		Yes	No	Total		Difference: % Yes
Ops	NA					
Mnt	22	41%	59%	100%		17%
RepSt	21	17%	83%	100%		-8%
Trng	20	16%	84%	100%		-9%
AVG		25%	75%	100%		0%

